



**EMBARGOED UNTIL 10 A.M. DECEMBER 7, 2007**

## **Changes at YVR**

**Richmond, B.C. (December 7, 2007):** Vancouver Airport Authority has made immediate changes in four key areas—Customer Care, Communication, Safety and Security, and Medical Response—to improve service for passengers and visitors at Vancouver International Airport (YVR). Additional significant changes are planned in the coming two months and in the next two years.

### **A. CUSTOMER CARE**

#### **24-Hour Customer Information and Personal Assistance**

1. Prominent new Customer Information Counter centrally located in the baggage carousel area of the Customs Hall, staffed any time the Customs Hall is open to passengers, providing translation services in more than 170 different languages through the Language Line, general assistance, and messaging services to the public greeting area.
  - **Previously:** No Customer Information Counter in the baggage carousel area of the Customs Hall.
2. Representative(s) providing customer care at the BC Visitor Centre 24 hours a day, seven days a week offering translation services in more than 170 different languages through the Language Line, with direct access from the passenger services area and the International Arrivals public greeting area.
  - **Previously:** Staffed 8:30 a.m. to 11 p.m. without Language Line translation support.

#### **Future Customer Information and Personal Assistance Initiatives (mid-2008)**

3. Complete redesign of the passenger service/public greeting area to provide a unified, full-service international reception lounge with onsite international customer care office and 24/7 coordination staff.

#### **Extended Service Hours**

4. Passengers arriving from international destinations and entering the Customs Hall are greeted by a Customer Care Representative who provides directions and general assistance, and is trained to identify new permanent residents, students and workers, and direct them to Immigration (bypassing the main queue for clearing the Primary Inspection Line booths). This dedicated representative has mobile access to translation services through the Language Line and will be stationed at the entrance to the Customs Hall from 8 a.m. to 8 p.m. when the Immigration bypass doors are open.
  - **Previously:** This position was staffed from 9 a.m. to 3 p.m. without Language Line support.

5. The Customer Information Counter near the Immigration area in the Customs Hall operates from 8 a.m. to 8 p.m., providing Language Line support and messaging services to the public greeting area.
  - **Previously:** This position was staffed six hours a day without Language Line support or messaging services.

### **Training and Tools**

6. All Customer Care staff have a mobile communication device for access anywhere in the terminal to Airport Operations, the 24-hour Language Line and emergency assistance.
7. All Customer Care Representatives and Green Coat volunteers have received refresher instruction in how to assist customers in accessing translation services through the Language Line.
8. Airport Authority employees have received instructions for helping customers to access the Language Line.

### **Future Training and Tools**

9. Enhanced tear-off maps illustrated with pictograms available throughout airport (February 2008).
10. Multi-language help brochures at all customer care points (mid-2008).
11. New aircraft arrivals video with multi-language airport tour and customer care and process information for passengers before they land at YVR (mid-2008).
12. Expanded comprehensive customer care training for all frontline staff (year-end 2008).
13. Every holder of a Restricted Area Identification Card (approximately 70% of employees working at YVR) to receive a "Customer Care at YVR" card with instructions for directing YVR passengers and visitors to key services, including the Language Line (year-end 2008).
14. Online training for all airport employees for responding to typical and unusual customer care situations (2009).

## **B. COMMUNICATION**

### **Communication Between the Border and the Public Area**

15. New Greeter Information Board allows passengers in the Customs Hall to have their name displayed on a large screen in the public greeting area to let their party know they have arrived. This service is provided through the Information Counters in the Customs Hall.
  - **Previously:** No such service.
16. Customer Care Representatives in the Customs Hall have mobile communications devices which, in addition to providing access to the Language Line, may be used to phone a passenger's party in the public greeting area to let them know the passenger has arrived.
  - **Previously:** No such service.

### **Future Communication Initiatives**

17. Joint Canada Border Services Agency-Vancouver Airport Authority committee to examine communication issues and develop solutions for information sharing between passengers, visitors and agencies at YVR (committee in place).
18. Immigration Canada information counter relocation to International Arrivals public greeting area – operational January 2008.

### **Translation Services**

19. All Customer Information Counters feature new language identification cards that tell passengers in the 20 most requested languages that free interpretation services are available by pointing to the language of their choice.
20. All Customer Information Counters feature new double-handset telephones for using the 24-hour Language Line with a Customer Care Representative.
21. All Customer Care staff are equipped with a brochure version of the language identification card and mobile access to the Language Line for translation services anywhere in the terminal.

### **Signs**

22. Larger, brighter signs with pictograms above help phones.
23. Directions to the public meeting area, with pictograms, added to exit signs in the Customs Hall and passenger service area.

### **Future Signs Initiatives**

24. Increased use of pictograms and better, more intuitive, multi-language signs in the Customs Hall (January 2008).

## **C. SAFETY AND SECURITY**

### **Hourly Walk-Throughs**

25. Hourly walk-throughs of the baggage carousel area and washrooms in the Customs Hall, and the passenger service area.
  - **Previously:** Occasional walk-throughs by Airport Authority staff

### **Public Safety Officer**

26. New Public Safety Officer role dedicated solely to surveying the airport 24 hours a day, seven days a week for public safety concerns. Skilled in negotiation and will take an active role in de-escalation procedures through non-physical intervention.

### **Mobile Access to Emergency Services**

27. All Customer Care staff have a mobile communication device pre-programmed to connect with Airport Operations, 9-1-1 Emergency Services and the 24-hour Language Line for access to services anywhere in the terminal.
  - **Previously:** Customer Care staff not equipped with mobile devices.

## Security Cameras

28. Two additional monitoring cameras in the passenger service area.

### Future Safety and Security Initiatives

- 29. De-escalation training for frontline operations staff to provide 24/7 de-escalation skills coverage (February 2008).
- 30. Additional help phones with access to emergency assistance, customer care and the 24-hour Language Line (mid-2008).
- 31. New security monitoring system with additional cameras and increased recording capabilities as part of redesign of the passenger service/public greeting area (summer 2008).

## D. MEDICAL RESPONSE

- 32. Onsite in-terminal medical first responder coverage 24 hours a day, seven days a week: BC Ambulance Service from 6:30 a.m. to 5:30 p.m. and Airport Authority emergency medical responders from 5:30 p.m. to 6:30 a.m. – respond to all medical calls and proactively survey for public health issues or passengers in medical distress.
  - **Previously:** Onsite in-terminal BC Ambulance Service staff from 6:30 a.m. to 5:30 p.m.; Airport Authority Emergency Response Specialists (not always in terminal) respond to Code 3 medical calls.

### Future Safety and Security Initiatives

- 33. Emergency Medical Responder (EMR) level training for Airport Authority Emergency Response Specialists (currently certified as First Responders, Level 3) (year-end 2008).

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